



# WIRELESS EBT PROJECT

## October 2016 Newsletter



### From the Editor – Tracy Penick

Month	EBT Transactions	Debit/Credit Transactions	Total Transactions	EBT Sales	Debit/Credit Sales	Total Sales
January	22	355	377	\$617.64	\$16,680.16	\$17,297.80
February	12	304	316	\$741.80	\$16,890.55	\$17,632.35
March	25	540	565	\$487.71	\$21,159.39	\$21,647.10
April	22	1560	1582	\$354.28	\$68,553.47	\$68,907.75
May	245	6292	6537	\$3,190.98	\$229,744.46	\$232,935.44
June	396	6019	6415	\$4,858.76	\$141,388.75	\$146,247.51
July	859	6862	7721	\$9,134.28	\$121,054.63	\$130,188.91
August	825	5835	6660	\$10,199.08	\$113,602.03	\$123,801.11
September	716	7661	8377	\$8,864.84	\$179,798.78	\$188,663.62
Total for Year	3,122	35,428	38,550	\$38,449.37	\$908,872.22	\$947,321.59

### September 2016 Facts:

Total sales for September this year were lower than September 2015 (\$188,663.62 compared to \$190,687.28). The number of EBT transactions were lower in 2016 than in 2015 (716 compared to 786). For September 2016, there were a total of 8,377 wireless transactions compared to 8,688 in 2015.

In September 2016, there were 177,813 Food Assistance/EBT families in Iowa. \$42,301,113 in benefits were issued in September to these families.

### Visiting Farmers Market

On Wednesday, October 19<sup>th</sup> I headed out to visit Our Paradise in Ankeny. This was a great place in a good location and offered many activities as well as a road side stand.

My next stop was at the Appleberry Farm in Marshalltown. I so enjoy visiting their farm store as it offers such a wide array of things as well as a wonderful selection of apples. You can't visit this farm store without taking one of their wonderful caramel apples home.

Then I headed to the Cartwright farmers market in Marshalltown. This market had a wide array of fall produce, baked goods and jam/jellies.



Donna & Bob Atha with Tracy  
Appleberry Farm



Margaret & Bernard Hala  
Hala's Honey  
Cartwright Pavilion FM - Marshalltown

## Business Track

I wanted to alert you of a message that I saw in Business Track.

*"Attention: Changes are coming in early 2017 for Business Track users using the Microsoft Windows XP operating system. The Business Track website will no longer be compatible with Microsoft Windows XP operating system. While the date is not yet confirmed, please begin to make arrangements to ensure uninterrupted service by updating your operating system."*

If your computer is using Microsoft Windows XP it will not be compatible with the Business Track website. Business Track is the website that you log into each month to pull your statement.

## Upcoming Events

**Des Moines Downtown Winter Season Markets** – Des Moines is holding their indoor/outdoor markets at Capital Square/Nollen Plaza on November 18 & 19 and December 16 & 17 and the hours are from 9:00 a.m. to 1:00 p.m.

**Iowa Fruit & Vegetable Growers Conference** – January 26 & 27, 2017 at the FFA Enrichment Center on the DMACC Campus in Ankeny.

## Update information with the USDA

Just a reminder that it is extremely important to report any changes to the USDA. The USDA is who authorized you to accept EBT. If you have a name change or an address change it needs to be reported so that your authorization is up to date. If you have a change, please call 312-353-6609 to report the change.

## Changes to your contact information?

It is very important that DHS has your current e-mail addresses and your correct phone numbers. I send out a lot of important information and if DHS does not have your current information you could be missing out on important information. Please make sure that if you change your e-mail address or you drop or pick up a new phone number that you share that information with me.

## Paper for your wireless machine

Just a reminder that DHS supplies the paper rolls for your wireless machines. It is imperative that you use thermal paper or it could ruin your machine. Please do not use any other type of paper in your wireless machine other than the paper that DHS supplies. If you are running low on paper, please give me a call.

## Reminders:

1. Remember that you cannot ring up a sale for another vendor. You could lose your Food Stamp certification and be terminated from the Wireless Project.
2. Since you are paying for the commercial transaction fees, be sure to keep track of what you are paying so you can use those expenses as a tax deduction.
3. You cannot set a minimum purchase amount. If an EBT household wishes to purchase \$.50 in onions, you do need to process the transaction. Same for any debit or credit transaction.
4. Hot foods and hot drinks (cocoa, coffee, and tea) cannot be purchased with SNAP EBT benefits.
5. If you experience issues with your FD 410 machine, please call Technical Support at 1-877-274-7915. You will need to supply your Merchant Identification number. If you can't get the problem solved, please call Tracy.
6. Call Tracy if you need any supplies such as paper rolls, power cords, or battery.
7. **Charge your batteries before market.** You should always have a charged battery, ready to go for market. If a battery is not holding a charge, contact Tracy for a replacement.

## Help Desk

**We are here to help you!**

**When you have questions about:**

- **Participating in the Wireless project or reimbursement questions? Call Tracy Penick at 515-281-4935.**
- **What you can sell to EBT customers, or being authorized to accept EBT? Call USDA/FNS at 877-823-4369.**
- **Food Assistance eligibility? Call Kari Lind at 515-281-7000.**
- **Supplies – call Tracy Penick at (515) 281-4935.**